

The IPRO Hospital Quality Improvement Contract

Learning & Action Network (LAN)

How to Discover and Share Your Hospital's PFE Story

March 21, 2024

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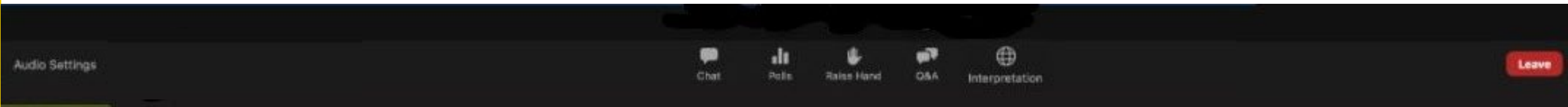
This session is being recorded. All materials and a link to the recording will be distributed to registrants after the event.



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Overview of Tools (Bottom of Screen)



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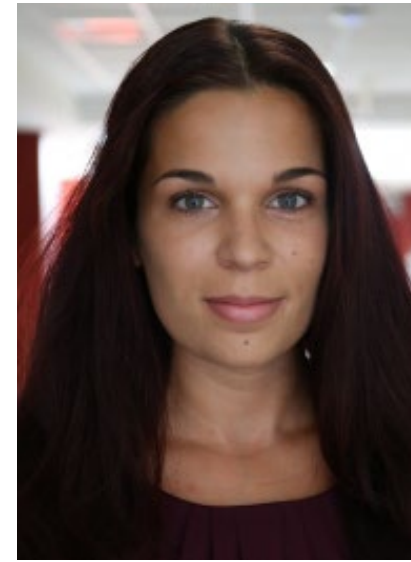
Introduction to the AIR Team



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Learning Objectives

- Learn why your PFE story is so valuable to your hospital
- Learn how to translate your PFE activities, accomplishments, and milestones into a story
- Hear how hospitals are currently telling their PFAC and Patient Voice stories



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Tracking and Communicating Your Hospital's PFE Story

Why is it important?

- It helps track accomplishments to build buy-in from others within the hospital network
 - This can include leadership or new employees
 - Makes the case for investment of resources
- Makes handoffs during staff changes easier for staff when onboarding
 - Can let staff know what successes and challenges have happened in the past to learn from moving forward
 - Can let new staff know who the key players related to PFE are, including active PFE champions



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Tracking and Communicating Your Hospital's PFE Story

Why is it important?

- Reporting back to PFAC members and the larger community about the impact of their contributions is a powerful tool
- It is one way to acknowledge the contributions of patient and family advisors and representatives
- It demonstrates a commitment to partnering with patients and families



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How to Track Accomplishments

What do we mean by accomplishments?

- Stories from leaders, clinicians, staff, and patients and families
- Data, for example, about the number of activities or projects that the PFAC contributed to

The PFAC and the hospital leader(s), or staff supporting the PFAC, can use this information to support internal and external communications



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How to Track Accomplishments

How can this information be used?

- The PFAC and the hospital leader(s), or staff supporting the PFAC, can use the data for an ongoing internal record
- Reporting this information to hospital leadership and the hospital board in a PFAC annual report can demonstrate outreach to the community
- Communicating the information to the larger community is a way to publicize the activities of the PFAC and to encourage potential new members to apply and participate in the work of the PFAC

Tracking PFAC Activities

Project Description (including department and/or clinicians)	Who Initiated the Project Idea	Date Implemented	Who Contributed to the Project*	Relevant Outcomes	Relevant Cost Savings**	Products or Materials or Programs Created



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Convergence HQIC



Libby Hoy

PFE Support Subcontractor for Convergence

Founder/CEO of PFCCpartners



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PFCCpartners Milestone Moments




This template is designed to help frame the insights and lessons learned from achieving milestones (BIG or small) in patient family engagement for equity (PFEE). The goal is to share milestone moments for patient family engagement to promote equity across the healthcare community.

TIPS FOR COMPLETING THE MILESTONE MOMENTS TEMPLATE

 Engage Patient Family Partners, or people using their lived experience to influence healthcare, to complete the template. This will give you additional insight into the moments worth sharing from a collaborative perspective.

 You may not have responses to each question, and that's okay! These are prompts to help capture the big moments, lessons learned, and milestones achieved along the way.

 Having a discussion with Patient Family Partners is a milestone in itself. What did you learn from the discussion? And what do you plan to do having heard their perspective? Use this template to capture and share those next steps.

CONTACT INFORMATION

Healthcare Organization: _____

State: _____

Staff Contact Name: _____

Title: _____

Email: _____

Phone: _____

PFE Lead: _____

Patient Family Partner: _____

TOPIC AREA

For example: Was your project focused on improving quality or safety? Improving Patient Family Advisory Council (PFAC) processes? Promoting health equity? Or something else?

BACKGROUND

Project Summary: Briefly describe your project and how patients and family caregivers were engaged in the project design, implementation and/or evaluation.

PFE Goals: How did the Patient Family partners impact your program? Were the outcomes changed because of the engagement of people with lived experience? Be as detailed as possible.

APPROACH

Project Organization: What department or individuals championed this program? What approvals were needed? What specific actions were taken? Were there costs involved?

Improvement Measurement: What specific measures did you use to monitor the effects of this engagement strategy?

PFCCpartners Milestone Moments

RESULTS

Insights: Please describe your insights about what worked and why it worked. What were the defining moments that produced these results? What insights did Patient Family Partners have to share?

LESSONS LEARNED

Challenges and Successes: What challenges did you or Patient Family Partners have when collaborating? What strategies did you use to overcome these challenges?

SPREAD AND SUSTAINABILITY

Sustaining the Vision: What are your future plans for engaging patients and families?

Quotes: Please provide a quote from a Patient Family Partner describing their perspectives on your story.

Commitment to Share: Is there a Patient Family Partner or leader in your organization who would be willing to serve as a resource for other healthcare organizations that wish to learn from your story? If so, please add the name(s) and contact information.

Resources: Please provide examples or attach copies of relevant tools or other materials that you used to create this milestone.

If you could give advice to others wanting to replicate your milestone moments, what would you tell them?

WHAT NEXT?

Now that a milestone moment has been developed, the organization can do the following with the information:

1. Share the moment across the organization using currently available communication tools, such as newsletters, email blasts and community updates.
2. Share moments with Patient Family Partners. Sharing milestones and celebrating them continues to build will and engagement of partners.
3. Share the story with PFCCpartners to be highlighted in the broader PFE community. Add your milestone moments to our online form:

 [CLICK TO SHARE YOUR MILESTONE MOMENTS](#)

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Millie Lacs Health System



Greg Larson
CQM/OE Quality Manager



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Millie Lacs Health System

- Employs over 450 people, and serves about 20,000 year-round residents of the predominantly rural area
 - Also serves members of the Mille Lacs Ojibwe Indian Reservation
- Is a community-owned, not-for-profit healthcare organization which consists of a Critical Access Rural Hospital and Level IV Trauma Center, five family medicine clinics, and two retail pharmacies
- Serves the community with Long Term Care, a Senior Care unit, and Home Care and Hospice services
- Provides daily health and wellness services including chiropractic care, therapies, and programs for chronic conditions



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Millie Lacs Health System PFAC

Who:

- People from the local community who are patients, family members of patients, and select members of our staff (quality, clinical, marketing, etc.)

Where:

- Millie Lacs Health System, Onamia Campus, 200 Elm Street
- Virtual participation via Teams is also encouraged

When:

- Every other month, beginning in January
- 2:30-3:00 pm



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Millie Lacs Health System PFAC

What:

- Members share specific healthcare experiences they've had at Millie Lacs Health System and at other healthcare organizations
- Feedback is open and constructive, leading to positive change and higher quality care
- PFAC members feel listened to, cared about, and feel they have a voice in their local healthcare services
- New members are given a thorough orientation



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Millie Lacs Health System PFAC

Why:

- Millie Lacs Health System wants to hear the voices of patients and their families, as well as community members, who are committed to helping us get better every day
- We want to know what you see and experience so we can address concerns and take advantage of opportunities

Millie Lacs Health System PFAC

Recent Accomplishments:

- Improved communication with Care Teams
- Input that helped make the patient portal more user friendly
- Provided valuable input to the Patient and Visitor handbook
- Made suggestions to help improve navigation to the Healing Garden

“Not all concerns get formally reported. Sometimes there are rumors that need to be addressed. But it's important for caregivers at Millie Lacs Health System to hear how we are perceived, good or bad. **We can fix or improve upon what we learn.** We want our patients to come first in all we do.”

Kathy Smude

Clinical Quality Specialist



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Central Maine Healthcare



Mendy Goonan
VP, Chief Patient Experience Officer



Ashley Ellis
Performance Improvement
Manager



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Central Maine Healthcare

- Central Maine Healthcare (CMH) is an integrated healthcare delivery system serving 400,000 people living in central, western, and mid-coast Maine
- Hospital facilities include:
 - Central Maine Medical Center
 - Bridgton Hospital
 - Rumford Hospital
- Central Maine Heart and Vascular Institute
- Central Maine Comprehensive Cancer Center
- Central Maine Medical Group, primary and specialty care practice organization



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Central Maine Healthcare PFAC

Meets monthly

Remained active during Covid, shifting to a virtual platform

Returned to in-person meetings December 2023

4 active, long-serving community members

Executive sponsor and co-chair: Mendy Goonan, VP, Chief Patient Experience Officer

Chair: Ashley Ellis, Performance Improvement Manager



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PFAC Members Champion Council Recruitment Efforts

- Recruitment efforts are underway to continue to grow the council and build upon the impactful work the PFAC has engaged in
- Council members have been at the forefront of recruitment planning
 - The PFAC recorded a brief video providing member testimonials detailing their “why” for joining the council
- Recruitment messaging will be shared within the organization through screensavers, a new PFAC webpage, CMH internal newsletter, as well as leveraging community partners to ensure the council reflects the rich diversity of the community we serve



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PFAC Supports Launch of Virtual Nursing at CMH

- PFAC members participated in mock admission interviews with virtual nurses to provide insight into how the new technology impacted patient experience



- PFAC members identified that how virtual nurses dressed, and which virtual background used could make patients question if the virtual nurse was part of the CMH team
- Feedback was used by nursing leadership to make changes to virtual backgrounds and virtual nurse attire to better represent the collaboration between bedside and virtual nurses, and to emphasize the ways in which all members of the CMH care team work together to care for patients

PFAC Provides Thoughtful Document Review



Sample of documents reviewed

- Medicare wellness visit brochure
- Primary care patient panel letters
- Primary/specialty care “no show” and “late to appointment” patient letters
- OBGYN Resource Road Map poster, available in five different languages

Changes made from feedback

- Updated font size and style ✓
- Added who and how to contact ✓
- Used patient centered language ✓
- Added phone number and printed flyer-sized copies of poster for distribution in patient packets ✓



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PFAC Conducts Wayfinding Assessment



- Council members conducted a walkthrough of the hospital and identified signage and entry ways as effective or ineffective and provided suggestions for improvement
- Report with observations, including photo examples and recommendations was compiled and provided to Senior Leadership
- Temporary fixes applied to the hospital entry way and permanent enhancements scheduled for late spring



PFAC Provides Feedback on Visual Tools Used Throughout the Organization

Your **words** matter.
Your **behavior** matters.
Our **patients** and our
team members matter.



This is a caring organization and a place of healing.

We require commitment from our team members, patients, and visitors to reach others with courtesy and respect. Please remember that this as you engage with the caring people who are here to help.

Inappropriate language, demanding behavior, or threats of violence have no place here and will not be tolerated.

Winnahay qaad ka xubnaha kooxda kaanada, iyo soo booqdayaasha iyo midba midka kale ula dhaqmo si xushmad iyo ixtiraam leh. Fadlan tan xasusnaada sida aad ula dhaqmayso dadka daryeelka leh ee halka u jooga inay ku caawiyaan.

Nous avons besoin de l'engagement de notre, des membres de l'équipe, des patients et des visiteurs à se traiter les uns les autres avec courtoisie et respect. N'oubliez pas cela lorsque vous engagez avec les personnes attentionnées qui sont là pour vous aider.

Le langage inapproprié, le comportement exigeant ou les menaces de violence n'ont pas leur place ici et ne seront pas tolérés.

Exigimos empenho dos nossos colaboradores, membros da equipe, pacientes e visitantes do Tratamento aos outros com cortesia e respeito. Por favor, lembre-se disso ao se envolver com as pessoas atenciosas que estão aqui para ajudá-lo.

Linguagem inadequada, comportamento exigente, ou ameaças de violência não têm lugar aqui e não será tolerado.

Luuqad aan habboonayn, dabecad dalbasho, ama hanjabaad rabshado ah meelna kuma laha halka, loomana dulqaadan doono.





A message of “mutual respect”

PFAC feedback:
“Caregivers deserve respect and it’s sad that we need to remind people to be kind. We also like that it is a reminder for all.”

Nurse leader feedback:
“This will be such a helpful reference when having conversations with patients & visitors.”

Central Maine OBGYN Resource Roadmap

Food
Nourture • Alimentação • Vivere • Comida

Home Heating Assistance
Assistance de chauffage domestique
Ayudamiento doméstico asistencia
Cofinanciación doméstica asistencia
Gargaalka Isuuliynta garga iyo hejinta



Transportation
Transport • Transporte
Transporte • Gargaalka gadiidka

Housing Assistance
Aide au logement • Auxílio moradia
Ayudamiento para la vivienda • Gargaalka gadiidka

Childcare
Garde d'enfants • Acollimento de crianças
Cuidado de niños • Gargaalka caruuta

Newborn Needs
Besoins du nouveau-né • Necesidades do recém-nascido
Necesidades del recién nacido • Baxhiinta iminka

Referrals for Mental Health Counseling, Substance Use Treatment, Domestic Violence Support, or Medication Management Services
Références - Références vers des services en santé mentale, un traitement contre la toxicomanie, un soutien en cas de violence domestique, vers des services de gestion des médicaments.
Encaminhamentos - Encaminhamentos para aconselhamento de saúde mental, tratamento de uso de substâncias, apoio à violência doméstica, para serviços de gerenciamento de medicamentos.
Referencias - Referencias para asesoramiento de salud mental, tratamiento por uso de sustancias, apoyo en caso de violencia doméstica y servicios de gestión de medicamentos.
Tirayayada/gadiidka - U gubinta la-talenta caafimaadka dhanka, daweynta rikoodhka iyo xarabta, taageerada rabshado qaybta, ama adeegada maareynta dawada

Thank You for Allowing Us to Share Our Story



Mendy Goonan

VP, Chief Patient Experience Officer

Email: goonanme@cmhc.org



Ashley Ellis

Performance Improvement Manager

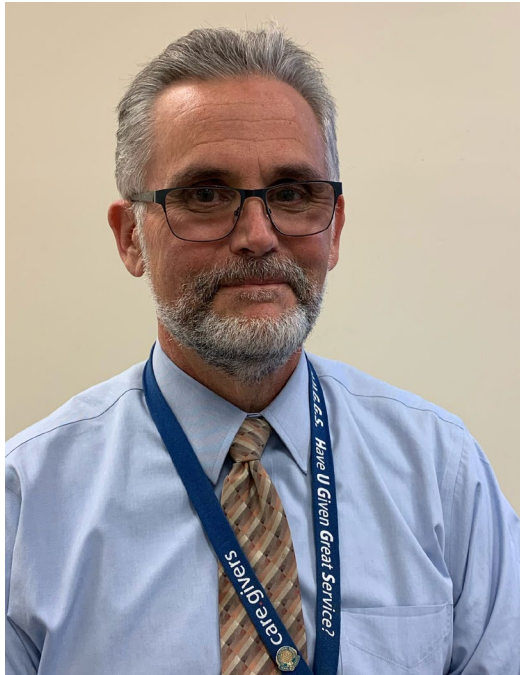
Email: Ashley.ellis@cmhc.org



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Atlantic General Hospital



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Senior Director of Quality and
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Ms. Kitty Reeves

Active PFAC Member
Past President and Vice-President
of the Atlantic General Hospital
Auxiliary



Elizabeth Mueller
Patient and Family Relations
Coordinator



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Atlantic General Hospital

- Atlantic General Hospital is a 62-bed acute care facility with 56 acute general beds and 6 critical care beds
- In addition to the acute care and specialty services provided at the main campus, Atlantic General Health System has more than 40 family physicians, internists, and specialists with offices in 17 locations throughout the region
- Serves residents of Maryland, Virginia, and Delaware
- Atlantic General Health System provides care to over 58,000 residents and visitors to the community each year



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Atlantic General Hospital PFAC

- Atlantic General Hospital Patient and Family Advisory Committee started on August 10, 2017
- Reports to the Organization Quality Committee
- Meetings are quarterly
- Location: Atlantic General Hospital Conference Room #2
- Time: 12:00 pm – 1:30 pm with lunch provided
- Strives to have two community members for each associate

Atlantic General Hospital PFAC

The Patient and Family Advisory Committee is a collaboration of Atlantic General Hospital associates with community members to fulfill Atlantic General Hospital's mission through the following:



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- Kentucky Hospital Association
- Q3 Health Innovation Partners
- Superior Health Quality Alliance



Atlantic General Hospital PFAC

The Patient and Family Advisory Committee is a collaboration of Atlantic General Hospital associates with community members to fulfill Atlantic General Hospital's mission through the following:

1. Working together to improve patient experience
2. Helping promote patient-centered care
3. Bringing patient and family needs to the healthcare team and leadership
4. Helping guide priorities, planning for the future, and helping enhance the relationship between Atlantic General Hospital/Health System and the community



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Atlantic General Hospital PFAC

The hospital shares the following information:

- Population Health Activities
- Faith-Based Partnership
- Press Ganey Patient Experience Scores
- Strategic Plan



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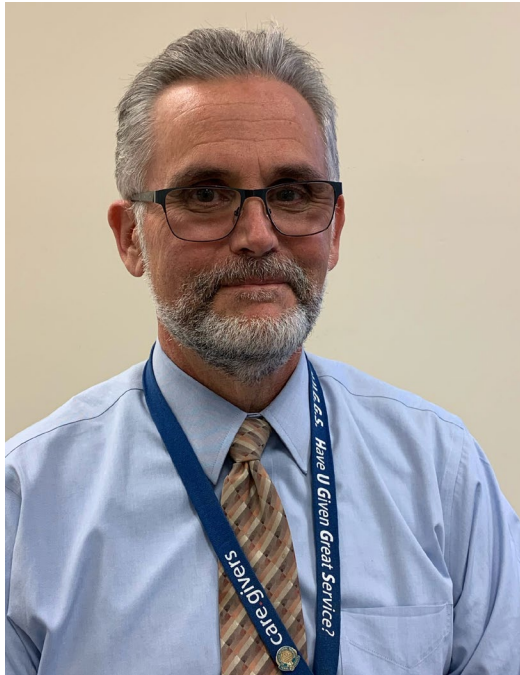
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Atlantic General Hospital PFAC

The committee has provided feedback on the following:

- Discharge packets
 - Discussed how the discharge instructions are vague and need to be more specific
 - Suggested that pictures of medications be taken and shown to the patients
- New electronic patient forms for Atlantic General Health System
- Patient Rights brochure
- ADA compliance on toilets

Atlantic General Hospital



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Questions?



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Actions You Can Take Today

- Document PFE accomplishments using the tool of your choice
 - For example: The worksheets available in the PFAC Learning Series Step 5, or the Milestone Moments template
- Be sure to collect patient and family feedback about their involvement
- Determine places to tell your PFE story:
 - Social media
 - Hospital newsletter
 - Hospital annual report
 - Presentations at community meetings and events

Resources

- Access the PFAC Learning Series at <https://qin.iprolearn.org>
 - We have additional worksheets that focus on tracking PFAC activity in Step 5
- Access the Milestone Moments template at <https://www.pfccpartners.com/news/milestone-moments-guidelines>
- Complete the 2023 Patient and Family Advisory Committee Activities Data Collection form here: <https://websurveyor2.airws.org/se/251137451A36322C>
 - You can request a copy of your responses to share with others

Thank You!

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